



**GOVERNMENT DEGREE COLLEGE FOR MEN**

**Srikakulam - 532001, Andhra Pradesh, India**

**Ph : 08942 222383, Email : [srikakulam.jkc@gmail.com](mailto:srikakulam.jkc@gmail.com), Website : [www.gcmsklm.ac.in](http://www.gcmsklm.ac.in)**



## **MECHANISM OF GRIEVANCE REDRESSAL COMMITTEE**

The Grievance Redressal Committee (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated to academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

### **Objectives:**

The Grievance Redressal Committee has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning. According to the UGC (Grievance Redressal ) Regulations, 2018, the Grievance Redressal Committee has been constituted.

### **Mechanism of the GRC-**

- 1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
- 2. The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- 3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
- 4. The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- 5. GRC shall consider redressing of grievances within a reasonable time.

- 6. The Committee will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.


**Scope :**

The students may lodge grievance about any academic and non- academic matters related to -

- Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- to dues and payments for various items from the library, hostels and other financial matters.
- certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

**Procedure for lodging complaint :**

- The students can lodge their grievance through online mechanism in the link provided below- [Click here](#) for lodging grievance.
- The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Committee will act upon those cases which have been forwarded along with the necessary documents.

  
Signature  
PRINCIPAL  
Govt. Degree College (Men)  
SRIKAKULAM ✓



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## **Mechanism for Submission of Grievances**





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## COMMISSIONERATE OF COLLEGIATE EDUCATION

Government of Andhra Pradesh

### APCCE – Online Grievance Portal

<http://103.39.134.234/cce ICTS/Home Page New.aspx>

Customer Support: cce.grievance@gmail.com

Login

COMMISSIONERATE OF COLLEGIATE EDUCATION  
Government of Andhra Pradesh

HOME  
GRIEVANCES  
CONTACTS  
DASHBOARD

Email Address

Password

For Employee login

Forgot Password?

LOGIN

Incorrect user name or password !

QUICK SERVICES

NEW GRIEVANCE  
What is troubling you?

TRACK GRIEVANCE  
What happened so far?

CONTACT US  
Get in touch with us

FEEDBACK  
Tell us what you think.

> Contact Us

> Grievance Officers

> FAQ

> Site Map

> Help

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Government of Andhra Pradesh

HOME  
GRIEVANCES  
CONTACTS  
DASHBOARD

Grievance Reference No

Enter Mobile No

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QUICK SERVICES

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Customer Support: [cca.grievance@gmail.com](mailto:cca.grievance@gmail.com)

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**COMMISSIONERATE OF COLLEGIATE EDUCATION**  
Government of Andhra Pradesh

HOME GRIEVANCES CONTACTS DASHBOARD

Sri Y. S. Jagan Mohan Reddy  
Hon'ble Chief Minister  
Andhra Pradesh

Higher Education & Spandana

### Happening Now !!

We recorded new Grievance at 2 hrs,55 min ago

Grievance is not yet allotted to officer.

**TOTAL COMPLAINTS**  
Total Grievances  
288

Resolved Grievances  
41

Pending Grievances  
247

### Register Your Grievances Here

Student

Staff

Retired Employee

Sri J. Syamala Rao IAS  
Principal Secretary to Govt.  
Higher Education, AP

Dr. Pola Bhaskar IAS  
Commissioner  
Collegiate Education, AP

Customer Support: [cca.grievance@gmail.com](mailto:cca.grievance@gmail.com)

Login

**COMMISSIONERATE OF COLLEGIATE EDUCATION**  
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HOME GRIEVANCES CONTACTS DASHBOARD

Resolved Grievances  
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What is troubling you?

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